

Child and Family Services Update

July 2007

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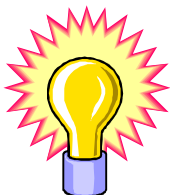
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Please share your thoughts and ideas by sending them to Carol Miller at CAROLMILLER@utah.gov

Betournay's Bits



By Duane Betournay, Director

Summer time is a great opportunity to recharge after a long winter, and in Child and Family Services it often means you have a short time to catch your breath and steel yourself for the challenges that lie ahead. I think this is a common wish more than a reality. I am so aware of this as I sit in the Health and Human Services Interim Committee listening to the brewing of the agenda for the upcoming legislative session. It is enough to cause some post-traumatic stress symptoms in my case, and I am sure that as you are hearing that it is time to start gearing up for the next round of QCR's you are feeling the same way.

This year takes on a unique challenge to us in the area of the QCR. Several factors are at play here, and I just want to acknowledge those factors and hopefully create some level of assurance that we will survive the next round, and even thrive in the face of that challenge.

Everyone is aware that there has been a change in the landscape as a result of events that took place in the Salt Lake Valley Region. I don't want to get into a lot of detail here about what took place in Salt Lake. For me, this is now a part of a historical perspective around what lessons can be taken from events that unfolded, and to do the very important work of applying those lessons to future events. It is also a time of healing and growth. The need for the Salt Lake Valley Region to move forward and normalize their business operations are critical, and my hope is by filling the Region Director position and moving quickly to fill the other administrative vacancies they can do so. Please join me in supporting the Salt Lake Valley Region as they rebuild, and, more importantly, hold the staff and management in the Salt Lake Valley Region in the highest regard.

As to the lessons learned, here are some for me:

- The QCR process is vital to improving outcomes for children and families, as well as important in our attempts to show others our good work. The importance of the process is not whether we pass or not. It is only important in terms of reflecting the work that you are already doing. The message is not pass at any cost, the message is manage your cases consistent with what we know provides good outcomes for families, and the scores related to the QCR will reflect that good work in most cases. We all know that there are those cases that will be pulled that generally are problematic and despite your best efforts, they simply will not pass the rigor of the tool. AND, that is OK!
- Again, this is not do or die, and pass at any cost. As I have told many in the past couple of months, there are worse things than not passing the QCR. Please approach the process from the perspective that it must be free from the potential for manipulation, and that every case should be a part of the mix of cases that can and should be reviewed. There are legitimate business reasons why cases must be closed or moved. Make sure that those legitimate business reasons are at the heart of what you are doing. Also make sure that the reasons for the transfer or closure are clearly documented in the closure statement and reflected in the case logs.
- Support for workers who are going through the QCR process is vital. Make sure that your team supports the worker and supervisor that have had a case identified for review. It is a very stressful time for them, and your support means a lot to that worker. At the administrative level, we will continue to seek ways to make the reviews less stressful, and to work with OSR around how the reviews are conducted and the ways in which reviewers provide feedback. If for any reason you feel that the process was not supportive or instructive, please provide that feedback to OSR through your Region Director. We don't want this process to be hostile, and we need to be very careful to ensure that the tone is collegial and constructive.

As an agency, I believe we all see the value in the QCR and the important information we gain in understanding our child welfare system. We have come a very long way in the past several years. Please keep up the good work that you are doing with the children and families that we serve.



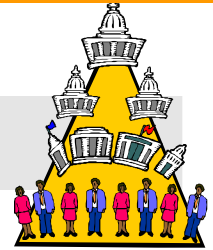
Partnership

Website for Quality Improvement Committees

By Carol Miller, Program Support Specialist

A new website has been established for the Quality Improvement Committees, which can be viewed at [Quality Improvement - Utah Dept. of Human Services](#). You may want to look at this website periodically to keep informed of what the committees are doing in your area.

Organizational Competence



Adam Walsh Act Update: Background Screening for Foster, Adoptive, Kin, and Proctor Parents

By Cosette Mills, Federal Revenue Manager

Since the Adam Walsh Act went into effect in Utah on April 1, 2007, there has been a high level of frustration for children, families, Child and Family Services workers, and community partners. We have been scrambling to put into effect processes for implementation, to respond to questions and issues, and to try to reduce frustration and to minimize placement delays that Congress could not have foreseen when this law was passed to ensure higher levels of safety for children.

In this article, I will provide an update on general requirements in order for families to obtain the necessary background checks and on implementation of Live Scan in DCFS regions, which will go into effect in mid-July 2007 for most locations.

If you have questions about the background screening process for kin caregivers for placement of specific children, please contact Judy Hull, Kinship Program Manager. If you have questions about the background screening process for prospective adoptive families (including foster families that are currently licensed that will be adopting), please contact Marty Shannon, Adoption Program Manager.

Background Screening Requirements under the Adam Walsh Act

A fingerprint FBI background check is required for every person age 18 and older living in the home of prospective foster and adoptive parents, including kin caregivers. This must be completed and approved before a child is placed or before a family is approved for adoption or to receive adoption assistance.

New Federal and State laws require this background check to also include a fingerprint FBI check for all adults living in the home. Also, if any of the adults have lived out of the state in the previous five years, a check of the child abuse registries for those states must also be completed.

What is required to do a Background Check?

1. **Background Screening Application:** A Background Screening Application must be completed for each person age 18 and older living in the home of the prospective foster or adoptive parent (including kin caregiver). This application must be given to a family and completed before the fingerprint check can be done.

The kin caregiver to be considered for placement of a child should be identified through a child and family team meeting. The caseworker then provides the kin caregiver with the necessary paperwork to begin the approval process. This includes the Kinship Background Screening Application in SAFE (KBS01). The caseworker should complete the caseworker section on the Kinship Background

Screening Application then provide the family a copy of the application for each adult living in the home of the potential kin caregiver. The caseworker should coordinate with kinship staff in the region to ensure the complete approval process is completely as timely as possible.

For prospective adoptive families, the Office of Licensing Background Screening Application is used. It is available on the Office of Licensing website (www.hslic.utah.gov). The name and address of the adoption worker should be listed in Box 3 of the form then provide a copy of the application for each adult living in the home.

The completed background screening application is brought to the DCFS office to authorize for Live Scan and submitted for the home approval process. (See Live Scan section below.)

2. Photo Identification: Each person needing a background check must provide photo identification in order to have a background check completed. This must be a current valid driver license issued by any state or State Identification Card issued by the Division of Motor Vehicles. A clear copy of both sides of the driver license or identification card must be submitted with the application. They must also bring the photo identification with them when fingerprints are taken.
3. Payment: Each person needing a background check will be charged to have fingerprints taken whether this is done electronically at a Live Scan site or if they have their fingerprints rolled with ink at a law enforcement agency. The family is responsible for payment of this fee for each adult in the home. (See Live Scan and Fingerprint Cards sections below.)

Also, there is a fee to have the fingerprints submitted to the FBI and Bureau of Criminal Identification for the criminal background check.

If the families go to a Live Scan location for electronic fingerprinting, this fee will be paid by Child and Family Services. (Note: Families DO NOT need to submit a check for \$39 with the application, as instructed in Box 11a of the Office of Licensing Background Screening Application. See Live Scan section below.)

If the family cannot go to a Live Scan location, they will be required to provide fingerprint cards and will be responsible to submit payment for the submission to the FBI. (See Fingerprint Cards section below.)

How Does a Family Get a Fingerprint Check?

Fingerprints may be taken electronically through Live Scan or rolled with ink on fingerprint cards.

1. Live Scan: The easiest and least expensive way for a family to get fingerprints taken is through an electronic process called Live Scan. This is also the quickest way to get the fingerprint check results back.

Live Scan is being made available starting in mid-July 2007 in 14 Utah Child and Family Services offices and one Office of Licensing office. *(See attached list.)* Families **MUST** contact the specific location to determine when Live Scan is starting in that location and for available times to get scanning completed. **Most locations will require appointments.**

Caseworkers **SHOULD NOT** instruct families to just stop by the DCFS office to get Live Scan without an appointment and **MUST** provide a copy of the necessary background screening application to the family before they come to DCFS for Live Scan.

Families should follow these steps for a Live Scan check:

- A. Schedule an appointment with the local Child and Family Services or Office of Licensing location that offers Live Scan. *(Not all offices provide this service. See attached list.)*
 - B. Each adult living in the home must take a completed background screening application, Utah driver license or identification card, and a Social Security Number to have Live Scan run. (Kin caregivers will also need to bring a copy of their Social Security card with them.)
 - C. Each person will be charged \$10 to have fingerprints scanned. Payment can be in cash, cashier's check, or money order payable to the Division of Child and Family Services (DCFS). No personal checks or credit cards will be accepted.
 - D. Each person will be asked to provide certain identifying information that is necessary to complete the background check (including full name, former names, date of birth, birth location, height, weight, gender, hair color, eye color, Social Security Number, and race).
 - E. The Live Scan operator will send the Kinship Background Screening Application to the location determined appropriate for your region. (Some regions have the application sent to the regional TAC and others return it to the caseworker.) The Adoption Background Screening Application will be sent to the Office of Licensing to complete the approval process.
2. Fingerprint Cards: If a family does not live close enough to go to a Live Scan location, they will need to submit two fingerprint cards for each adult living in the home. They can get blank fingerprint cards from the kinship staff in the region.

Each person needing the background check must fill in all information requested on the cards before they go to have the fingerprints taken.

There are a variety of local agencies that roll fingerprints. Most often this is done at law enforcement agencies. The family should contact them for availability, schedule, and costs. The family is responsible to pay for the cost of having fingerprints taken.

When the family has the completed fingerprint cards, they submit the cards for each adult living in the home with each completed Background Screening Application. They must also include a cashier's check or money order for \$24 payable to the Department of Public Safety with each set of fingerprint cards.

Time Frame for Completing Background Screening Process

The background screening process is only part of the full approval process for foster and adoptive families, including kin caregivers. Also, the FBI fingerprint background check and interstate child abuse registry check are only part of the background checks that are required for foster and adoptive families and kin caregivers.

For kinship caregivers, caseworkers should coordinate with DCFS regional kinship workers to help families complete the necessary background checks and to have the necessary steps completed to have the family approved for a probationary license by the Office of Licensing. This process, including background checks, has the potential to be completed in a matter of days if the family provides all required information and has no criminal history, and based upon regional capacity. (It could take significantly longer if the family has lived out of state or out of the country or if anyone in the family has a criminal history.)

For adoptive families, the Office of Licensing has the authority to complete the background screening process. Generally, the full process will take up to 30 days if the family submits all required information and there is no criminal history. (It could take significantly longer if the family has lived out of state or out of the country or if anyone in the family has a criminal history.) The background screening approval needs to be received early in the process--before the "Authorization to Proceed with the Adoption" has been approved or any staffing for Adoption Assistance has occurred. Workers need to allow sufficient time to complete this process.

Note: Until the DCFS Live Scan locations are fully operational, an interim process to obtain Live Scan prints has been established in several locations in the State. Check with the contact persons listed below to see about status for your location if background checks are needed prior to availability of Live Scan at DCFS.

Please contact Cosette Mills at the DCFS State Office if you have additional questions about implementation of the Adam Walsh Act (cwmills@utah.gov or 801-538-4058).

Live Scan Locations
Division of Child and Family Services
Office of Licensing

Please contact each location for the date Live Scan service becomes available and for days and times when fingerprint scanning will be provided. Most locations require an appointment.

Region	Office	Address/Phone	Lead Contact Person
Eastern	Moab (DCFS)	1165 South Highway 191 #1 Moab, UT 84532 Phone (435) 259-3720	Gwynith Welch
	Price (DCFS)	475 W. Price River Dr, # 152 Price, UT 84501 Phone (435) 636-2360	Jennie Barney
	Roosevelt (DCFS)	140 West 425 South, 330-15 Roosevelt, UT 84066 Phone (435) 722-6550	Kim Hyde
Northern	Clearfield (DCFS)	1350 East 1450 South Clearfield, UT 84015 Phone (801) 776-7300	Jackie Stahler
	Logan (DCFS)	115 W. Golf Court Road, Suite 8 Logan, UT 84321 Phone (435) 787-3400	Shaunna Skidmore
	Ogden (DCFS)	950 25 th Street Ogden, UT 84401 Phone (801) 629-5800	Charlene Wilde
Salt Lake Valley	Holladay (DCFS)	645 East 4500 South Salt Lake City, UT 84107 Phone (801) 264-7500	Lynn McConnell
	Oquirrh (DCFS)	3655 South Lake Erie Drive West Valley City, UT 84120 Phone (801) 952-4100	Brianna Jones
	State Office (OL)	Office of Licensing 120 North 200 West #303 Salt Lake City, UT 84103 Phone (801) 538-4242	Todd Roberts
Southwest	Cedar City (DCFS)	106 North 100 East Cedar City, UT 84720 Phone (435) 865-5600	Susan Jones
	Richfield (DCFS)	201 East 500 North Richfield, UT 84701 Phone (435) 896-1250	Lani Busk
	St. George (DCFS)	377A East Riverside Drive St. George, UT 84790 Phone (435) 652-2960	Martha Beacco

Region	Office	Address/Phone	Lead Contact Person
Western	Heber (DCFS)	69 North 600 West Heber City, UT 84032 Phone (435) 657-4200	Dorothy Richardson
	Provo (DCFS)	150 East Center Street #5100 Provo, UT 84606 Phone (801) 374-7005	Jolene Durrant
	Spanish Fork (DCFS)	607 East Kirby Lane Spanish Fork, UT 84660 Phone (801) 794-6700	Donna Crawford



New Implementation Schedule for Practice Guidelines

By Carol Miller, Program Support Specialist

Because of the feedback we have received from our staff, we want to try a new way of implementing practice guidelines that are part of our quarterly releases.

Practice guidelines with an immediate implementation date will only be done when there has been a state or federal change in the laws that require that we make changes in our guidelines or when we are doing quick fixes because the guideline has created confusion in the past.

All other practice guidelines will be released with an implementation date that is three months from the date they are sent out with a practice alert and placed on the website. This will give our program managers and trainers the opportunity to visit each region and explain the requirements of the guidelines before full implementation of those guidelines is expected.

There will be a quarterly release for June 2007, which is the first time we will try this new implementation schedule. It is our hope that this will help staff understand what is being asked of them when they perform the important work of assisting our clients. And we always welcome your feedback and comments!



Education Information on Children in Custody

By Linda Prince, Information Analyst

- *Did you know that DCFS sends a list of children in custody by school district to the Youth In Custody program coordinator twice a month?*
- *Did you know that the Children's Bureau requires the division submit an annual report each October on the number of school age children in custody by school district?*

- *Did you know we are required to report on the school status of youth age 18 and older who exit custody as part of our court exit agreement?*

In addition to reporting accurate information, when workers enter and update the school information in SAFE under the Person/Education tab they save time as the information auto-fills the Youth In Custody Intake form, it lets other people see school information if the caseworker is absent and allows us to have more information regarding education outcomes for children in custody.

The division has three reporting requirements for children in custody. They are:

1. Provide a list of all school age children in custody by school district twice a month to the Youth in Custody program (YIC). Workers should enter school information under the Person/Education tab and update it as applicable. The Youth in Custody Intake Form 0H70 is auto-filled from this data and should be part of the school enrollment forms (see Practice Guidelines 303.4 e.)

The Youth in Custody program tracks every child in custody regardless of whether or not they are enrolled in the Youth in Custody program. The purpose of the YIC Program is to provide appropriate educational services for youth-in- custody. This may involve the following:

- Individualized Student Planning.
- Academic Assessments.
- School Placement in YIC classes as well as mainstream classes in the neighborhood school.
- Mentoring for students placed in mainstream classes. This includes tracking student attendance and grades, social skills development, tutoring, working with school staff to utilize all school services available to ensure the success of the students educational and occupational plan, weekly visits with student at school, organizing team meetings when problems at school arise and student advocacy.

2. The second requirement is reporting on the education status of every youth age 18 and older that exits custody. This is required as part of the court exit agreement. When school information is recorded under the Person/Education tab, the school status should be updated when changes occur such as graduated from high school or completed GED or enrolled in GED program, etc.

3. The third requirement is to report to the Federal Department of Health and Human Services, Administration for Children and Families on the number of school age children in each school district. This report is used for the allocation of funds to the individual school districts by the federal government at part of Title IV Social Security Act.

Thank you for all you do in entering and updating the education information. It makes a difference!

Professional Competence

Red Rock Rondo at Zion National Park with First Lady Laura Bush

By Flavia Cervino-Wood, Caseworker

I had the honor to play with Red Rock Rondo on April 29, 2007 at the rededication ceremony for Zion National Park's historic Nature Center, attended by First Lady, Laura Bush and the Secretary of Interior, Dirk Kempthorne (former governor of Idaho).

Phillip Bimstein, the composer of the Red Rock Rondo song cycle and former two-term mayor of Springdale, Utah, was commissioned to write music celebrating the history and life of Zion National Park. The resulting work, Red Rock Rondo, is a cycle of songs celebrating the history and the contemporary life of individuals who live in the Zion National Park communities. Songs, with titles like "Ghost in Grafton," "Stolen Quilts in Rockville," "Moonlight Sonata" and "Driving Back to Hurricane," are about the events and the lives of people in the area. Like a single mother driving back to Hurricane after working in Springdale, where she can't afford to live. Or a baby named "Marvelous Flood", born in a wagon in the Virgin River in a rainstorm.

Red Rock Rondo was premiered in Rockville in March 2006. That event was primarily a local event where the audience consisted of the people who the songs were about, like J. L. Crawford, who used to live at what is now the entrance to Zion National Park. Red Rock Rondo was performed again in October 2006 in Rockville to help raise money for a community piano.

When the park was looking for a band to play for the rededication ceremony, they knew Red Rock Rondo was the perfect fit. The First Lady opened her remarks with, "Red Rock Rondo, you were terrific. That was a really wonderful way to be welcomed here to Zion."

Red Rock Rondo is an ensemble composed of the band *blue haiku* (Phillip Bimstein, vocals and guitar; Charlotte Bell, oboe and English horn; Harold Carr, bass; and myself on violin) plus two additional members, Kate MacLeod, vocals, guitar and violin; and Hal Cannon, vocals, banjo, mandolin, accordion.

blue haiku performed the piece *Lockdown* at the Child and Family Services' Holladay office in October 2006. *Lockdown* is a three movement musical work based on the voices of youth confined in the Washington County Youth Crisis Center. The piece incorporates a wide range of sounds from inside the Center, like slamming doors, locks, ratcheting handcuffs, alarms, and the guard's walkie-talkies. These sounds were digitally processed by composer Phillip Bimstein. The sounds are then played on tape while *blue haiku* plays a written score timed to the sounds on the tape.

I have used this piece for youth clients and their families as a form of deep insight meditation and prevention. It has touched their hearts and the heart of their parents. I told a 13-year-old client, "This is how it sounds inside a jail. This is what those children

feel and think when they are in a lockdown facility." The second movement always makes me cry. Some of the youth in the piece talk about their mothers and how they have hurt them and are willing to take care of them and start a new life once they are out.

Lockdown has been performed privately for youth at the Decker Lake Youth Center, at the Genesis Youth Center, and at Salt Lake County Youth Services. It has also been performed publicly in Salt Lake at the Rose Wagner Performing Art Center and in Saint George at Dixie State College.



To Flavia Cervino-Wood
With best wishes,

Laura Bush

I have been playing with *blue haiku* since 2001 and with Red Rock Rondo since 2006. I moved to Utah from San Francisco with my husband (the bass player in *blue haiku*) in 1999 to come to graduate school. Before Utah, I lived and performed music in Chile, Brazil, New York, and San Francisco. I have performed and recorded all types of music, from classical music to punk rock, to salsa, Andean folk, and flamenco. My brother, mother, and grandmother are all professional musicians.

I feel very grateful that I can use my musical experience in social work and my social work experience in the music I play, by listening to others, by finding dissonance as a tool to use for better understanding among us. I am also grateful that I am able to perform with such fine musicians in this community.